Staff Memorandum

To	Mayor A. Nuttall and Members of Council
Subject	Business Improvement Area – Additional Waste Collection Services (Pilot Program)
Date	March 4, 2026
Ward	All
From	S. Mack, P.Eng., Director of Waste Management and Environment
Executive Member Approval	S. Diemert, P.Eng., Acting General Manager of Infrastructure and Growth Management
CAO Approval	M. Prowse, Chief Administrative Officer

The purpose of this memorandum is to provide members of Council with an update regarding additional waste collection services in the Business Improvement Area (BIA). This follows Council approving the following motion (Motion 2026-A-008) on January 28, 2026, in response to concerns regarding increased litter and illegal dumping in the downtown BIA

1. That notwithstanding the Procurement By-law, staff immediately procure additional waste collection services as a pilot to address problematic areas within the BIA, including but not limited to 7-day a week waste collection of public space bins as well as addressing illegal dumping and litter to be funded through the tax rate stabilization reserve;
2. That staff engage with the BIA concerning waste issues in the BIA; and
3. That staff report back to General Committee concerning the results of the pilot, engagement with the BIA and an implementation plan to improve waste collection within the BIA.

Waste Collection Pilot – Overview

Further to Council's direction, a pilot program has been developed to address increased litter accumulation, improper waste disposal/illegal dumping, and the presence of large and/or hazardous items requiring specialized handling.

Contracted waste collection services are planned to extend to April 30, 2026 as an interim solution until seasonal Operations staff are fully on-boarded. Operations will resume their regular seasonal downtown maintenance program which generally extends from early spring until November with four (4) fulltime staff positions assigned to seven (7) days per week downtown clean-up including collection of litter, emptying of public waste receptacles, and graffiti removal.

Contracted services related to the pilot will include:

- Weekday and weekend litter pick-up primarily along Dunlop Street (from Mulcaster Street to Mary Street) and the rear laneway extending from Mulcaster Street to Owen Street, statutory holiday coverage, and the ability to deploy call-out crews when urgent clean-ups are required. Services may also be extended to include removal of large/bulky items (such as mattresses and furniture) and the disposal of hazardous and biomedical waste.

- Enhanced servicing of public space bins (PSBs) within the downtown core by the City's existing curbside waste collection contractor. Based on observations regarding the condition of the PSBs, it is believed that illegal dumping around the bins and increased foot traffic/usage during the weekends may be contributing to messes within the BIA. Staff will be piloting weekend collection of the PSBs and dumping around them to determine if this is helpful in preventing overflow and supporting the overall appearance of the downtown BIA.

Pilot Costs

The upset limit for the pilot is estimated to be $130,000. This budget encompasses all litter and debris clean-up services, disposal costs, increased PSB servicing, and contingency provisions to accommodate fluctuations in call-out frequency and disposal volumes. Based on historical operations, the estimate reflects the level of service required to maintain clean and safe public spaces in a high-use area, particularly during periods when litter and illegal dumping are problematic (such as during spring melts and end of month tenant move-outs).

Planning Future Servicing

Staff will continue to monitor program performance, expenditures, and operational demands throughout the pilot. The contractor will be expected to complete detailed daily logs. This information will be critical to better understand how the waste management system is performing and to inform future programming.

It is anticipated that information gathered from this pilot (including tonnages, periods of increased waste, problematic properties, etc.) will support recommendations for future service levels and long-term approaches to support downtown cleanliness and public space maintenance.

Appendix:

No appendices attached.

Memo Author:

Stephanie Mack, P.Eng., Director of Waste Management and Environment

File #:

E07A-Waste Manag-Curbside

Pending #:

Not Applicable